



Complete Summary

TITLE

Home health care satisfaction: mean section score for "Nurses" questions on Home Health Care Survey.

SOURCE(S)

Home Health Care Survey. South Bend (IN): Press Ganey Associates, Inc.; 2008. 4 p.

Measure Domain

PRIMARY MEASURE DOMAIN

Patient Experience

The validity of measures depends on how they are built. By examining the key building blocks of a measure, you can assess its validity for your purpose. For more information, visit the [Measure Validity](#) page.

SECONDARY MEASURE DOMAIN

Does not apply to this measure

Brief Abstract

DESCRIPTION

This measure is used to assess the mean score for the questions in the "Nurses" section of the Home Health Care Survey.

The "Nurses" section is one of five sections that comprise the [Home Health Care Survey](#). Mean section scores are reported for each section of the survey. In addition, an "Overall Facility Rating" score is reported.

RATIONALE

1. Patient satisfaction is both an *indicator* of quality of care, and a *component* of quality care.

In 2001, the Institute of Medicine (IOM) advocated a patient-centered model of care (Crossing the Quality Chasm: A New Health System for the 21st Century). In part, this is a reflection of the growing understanding that

"...patients constantly judge the motives and competence of caregivers through their interaction with them. This judgment is a very personal one, based on perceptions of care being responsive to patients' "individual needs," rather than to any universal code of standards (McGlynn, 1997). When these individual needs are perceived as being met, better care results. Lohr (1997) notes: "Inferior care results when health professionals lack full mastery of their clinical areas or cannot communicate effectively and compassionately." In short, when patients perceive motives, communication, empathy, and clinical judgment positively, they will respond more positively to care...Sobel (1995) claims that improved communication and interaction between caregiver and patient improves actual outcome. Donabedian (1988) notes that "...the interpersonal process is the vehicle by which technical care is implemented and on which its success depends" (from Press [2002] Patient Satisfaction: Defining, Measuring, and Improving the Experience of Care, Health Administration Press).

It is clear that patients quite actively evaluate what is happening to them during the experience of care. The degree to which the patient judges the care experience as satisfactory "...is not only an indicator of the quality of care, but a component of quality care, as well" (Press, 2002).

2. In addition to its connection to quality of care and clinical outcomes, Patient Satisfaction has been linked to the following:
 - Healthcare employee satisfaction and retention
 - Healthcare facility competitive market strength
 - Hospital profitability
 - Risk management (likelihood of being sued)

PRIMARY CLINICAL COMPONENT

Home health care satisfaction

DENOMINATOR DESCRIPTION

Patients receiving home health care during the reporting period who answered at least one question in the "Nurses" section of the Home Health Care Survey. Deceased patients are excluded from sampling.

NUMERATOR DESCRIPTION

The mean of all the patients' scores for the "Nurses" section of the Home Health Care Survey

Refer to the "Press Ganey's Home Health Care Survey: Calculation of Scores Information" document listed in the "Companion Documents" field for additional details.

Evidence Supporting the Measure

EVIDENCE SUPPORTING THE CRITERION OF QUALITY

- A formal consensus procedure involving experts in relevant clinical, methodological, and organizational sciences
- A systematic review of the clinical literature
- Focus groups
- One or more research studies published in a National Library of Medicine (NLM) indexed, peer-reviewed journal

Evidence Supporting Need for the Measure

NEED FOR THE MEASURE

Use of this measure to improve performance

EVIDENCE SUPPORTING NEED FOR THE MEASURE

Press Ganey Associates. Home care pulse report. South Bend (IN): Press Ganey Associates, Inc.; 2008. 21 p.

Press I. Patient satisfaction: understanding and managing the experience of care. 2nd ed. Chicago (IL): Health Administration Press; 2006.

State of Use of the Measure

STATE OF USE

Current routine use

CURRENT USE

Internal quality improvement

Application of Measure in its Current Use

CARE SETTING

Home Care

PROFESSIONALS RESPONSIBLE FOR HEALTH CARE

Nurses

LOWEST LEVEL OF HEALTH CARE DELIVERY ADDRESSED

Single Health Care Delivery Organizations

TARGET POPULATION AGE

Unspecified

TARGET POPULATION GENDER

Either male or female

STRATIFICATION BY VULNERABLE POPULATIONS

Unspecified

Characteristics of the Primary Clinical Component**INCIDENCE/PREVALENCE**

Unspecified

ASSOCIATION WITH VULNERABLE POPULATIONS

Unspecified

BURDEN OF ILLNESS

Unspecified

UTILIZATION

Unspecified

COSTS

Unspecified

Institute of Medicine National Healthcare Quality Report Categories**IOM CARE NEED**

End of Life Care
Getting Better
Living with Illness

IOM DOMAIN

Patient-centeredness

CASE FINDING

Users of care only

DESCRIPTION OF CASE FINDING

All patients receiving home health care during the reporting period

DENOMINATOR SAMPLING FRAME

Patients associated with provider

DENOMINATOR INCLUSIONS/EXCLUSIONS

Inclusions

Patients receiving home health care during the reporting period who answered at least one question in the "Nurses" section of the Home Health Care Survey

Exclusions

Deceased patients are excluded from sampling.

RELATIONSHIP OF DENOMINATOR TO NUMERATOR

All cases in the denominator are equally eligible to appear in the numerator

DENOMINATOR (INDEX) EVENT

Encounter

DENOMINATOR TIME WINDOW

Time window is a single point in time

NUMERATOR INCLUSIONS/EXCLUSIONS

Inclusions

The mean of all the patients' scores for the "Nurses" section of the Home Health Care Survey

Refer to the "Press Ganey's Home Health Care Survey: Calculation of Scores Information" document listed in the "Companion Documents" field for additional details.

Exclusions

Unspecified

MEASURE RESULTS UNDER CONTROL OF HEALTH CARE PROFESSIONALS, ORGANIZATIONS AND/OR POLICYMAKERS

The measure results are somewhat or substantially under the control of the health care professionals, organizations and/or policymakers to whom the measure applies.

NUMERATOR TIME WINDOW

Encounter or point in time

DATA SOURCE

Administrative data
Patient survey

LEVEL OF DETERMINATION OF QUALITY

Individual Case

PRE-EXISTING INSTRUMENT USED

Unspecified

Computation of the Measure

SCORING

Non-weighted Score/Composite/Scale

INTERPRETATION OF SCORE

Better quality is associated with a higher score

ALLOWANCE FOR PATIENT FACTORS

Analysis by subgroup (stratification on patient factors, geographic factors, etc.)

DESCRIPTION OF ALLOWANCE FOR PATIENT FACTORS

It is possible to display subsets of patients broken out within the report. The specific unit of analysis by which patient groups are determined will be unique to each facility/agency.

STANDARD OF COMPARISON

External comparison of time trends
Internal time comparison

Evaluation of Measure Properties

EXTENT OF MEASURE TESTING

The Home Health Care Survey was developed in 1994, enhanced in 2002, and revised in 2008. The 2008 survey revision was validated using the 2006 data base, based on unrevised items.

Refer to the original measure documentation ("Home Health Care Survey 2008 Revision: Psychometrics Report") for further details.

EVIDENCE FOR RELIABILITY/VALIDITY TESTING

Home health care survey. 2008 revision: psychometrics report. South Bend (IN): Press Ganey Associates, Inc.; 2008. 10 p.

Mylod DE, Kaldenberg DO. Data mining techniques for patient satisfaction data in home care settings. J Home Health Care Manage Pract 2000;12(6):18-29.

Identifying Information

ORIGINAL TITLE

Home Health Care Survey, Nurses.

COMPOSITE MEASURE NAME

[Home health care satisfaction: overall facility rating score on Home Health Care Survey](#)

DEVELOPER

Press Ganey Associates, Inc.

FUNDING SOURCE(S)

Press Ganey Associates, Inc.

COMPOSITION OF THE GROUP THAT DEVELOPED THE MEASURE

Patients, providers, administrators, physicians, existing clients, Press Ganey Associates, Inc. employees

FINANCIAL DISCLOSURES/OTHER POTENTIAL CONFLICTS OF INTEREST

None known

ADAPTATION

This measure was not adapted from another source.

RELEASE DATE

1994 Jan

REVISION DATE

2008 Jan

MEASURE STATUS

This is the current release of the measure.

This measure updates a previous version: Home Health Care Survey. South Bend (IN): Press Ganey Associates, Inc.; 2002. 4 p.

SOURCE(S)

Home Health Care Survey. South Bend (IN): Press Ganey Associates, Inc.; 2008. 4 p.

MEASURE AVAILABILITY

The individual measure, "Home Health Care Survey, Nurses," is published in the "Home Health Care Survey."

For further information, contact: Press Ganey, 404 Columbia Place, South Bend, Indiana 46601; telephone: 800-232-8032; fax: 574-232-3485; e-mail: rwolosin@pressganey.com; Web site: www.pressganey.com.

COMPANION DOCUMENTS

The following is available:

- Press Ganey's home health care survey: calculation of scores information. South Bend (IN): Press Ganey Associates; 3 p.

For further information, contact: Press Ganey, 404 Columbia Place, South Bend, Indiana 46601; telephone: 800-232-8032; fax: 574-232-3485; e-mail: rwolosin@pressganey.com; Web site: www.pressganey.com.

NQMC STATUS

This NQMC summary was completed by ECRI on March 27, 2003. The information was verified by Press Ganey Associates on April 16, 2003. This NQMC summary was updated by ECRI Institute on May 23, 2008. The information was verified by the measure developer on June 19, 2008.

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All inquiries regarding the measure should be directed to the [Press Ganey Web site](#) or e-mail Robert Wolosin, Ph.D. at rwolosin@pressganey.com.

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